

PATIENT RIGHTS AND RESPONSIBILITIES

Welcome to the Portland Center for Cleft and Craniofacial Differences
Our clinic offers a variety of services and our health care staff are here to support your care.



YOUR RIGHTS

PRIVATE CARE AND TREATMENT

- You have the right to privacy – your personal and medical records will be kept private, and you may allow or not allow others to see them.
- You have the right to tell us of any concerns you have about the clinic or the care you are given.
- You have the right to have information about your care and treatment explained to you in words you can understand.

RESPECT FROM ALL STAFF

Whether you are

- Female, male, or transgender
- Gay, lesbian, straight, other, or unsure
- Insured or not
- Disabled

Whatever your

- Age
- Race or ethnicity
- Religion or beliefs
- Language

CHOICES ABOUT YOUR CARE AND TREATMENT

- You have the right to be a part of **ALL** decisions related to your health care.
- You can **ASK** at any time for someone to be with you during your appointment.
- You can say **NO** at any time.
- You can say **STOP** at any time during your appointment.

INFORMATION YOU CAN UNDERSTAND. YOU HAVE THE RIGHT TO ASK FOR:

- An interpreter.
- Help if you have a disability of any kind.
- Help if you need things explained in a different way.
- Other accommodations.

YOUR RESPONSIBILITIES

- Show up on time for appointments.
- Contact the clinic (8 AM to 5 PM) in advance if you need to change or cancel your appointment.
- Tell us if your address, phone number, or other information changes.
- Be sure you understand how to take any medications.
- Tell us before you stop taking any medications or are having problems.
- Make sure you know what you are supposed to do once you leave the clinic.
- Know when to come back for follow-up care.
- Be understanding of the other patients and staff at this clinic.
- Ask us any questions about anything you do not understand.

After hours number for help:

503-224-1371 to be connected to the on-call doctor or 911

Questions about your bill please contact:

503-224-1371

